



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

IowaCare Transition Update September 14, 2010

- The IowaCare program provides access to health care for adults between the ages of 19-64 and who are below 200% of the FPL. Services include inpatient, outpatient hospital, physician, limited dental and transportation. Provider access is currently limited to the University of Iowa Hospitals and Clinics (UIHC) and Broadlawns Medical Center for Polk County residents. The IowaCare program began on July 1, 2005.
- One of the IowaCare limitations has been a lack of local access to care. Often times IowaCare members travel a long distance to receive care and frequently wait for several months for an appointment to even be scheduled. IME has received and responded to numerous letters from legislators and IowaCare members regarding these issues.

To address these issues, the legislature and the Governor enacted SF 2356, which expands our current IowaCare program. It adds FQHCs to provide primary care on a phased-in basis and implements a medical home model for primary care services.

- Goals of expansion include an increase in local access to primary care, adopt a medical home model to concentrate care in a primary care setting, increase usage of Health Information Technology to improve coordination and efficiency of care, adopt referral protocols, establish a peer to peer consultation between primary care setting and UIHC specialist to avoid the need for trips to UIHC, and ultimately measure the quality, outcomes and utilization impacts.
- Iowa's "Medical Home" definition means a team approach to providing health care that originates in a primary care setting; fosters a partnership among the patient, the personal provider, and other health care professionals, and where appropriate the patient's family; utilizes the partnership to access all medical and nonmedical health-related services needed by the patient and the patient's family to achieve maximum health potential; maintains a centralized, comprehensive record of all health-related services to promote continuity of care; and has all of the characteristics specified in section 135.158.
- Each of the following IowaCare workgroups was established early this summer to address transition issues for IowaCare members to a medical home. The various workgroups included the following and each had specific tasks to complete. The medical home and HIT committees report updates to the Steering Committee weekly.
 - Steering Committee – Jennifer Vermeer, Stacey Cyphert (UIHC), Mikki Steir (Broadlawns), and Ted Boesen (FQHC's)
 - Medical Home – Dr. Kline (IME), Dr. Kessler (IME), Dr. Mandracchia (Broadlawns), and Dr. Wolfe (UIHC)

- Health Information Technology (HIT) – Jody Holmes (IME)
- Members who reside in one of the counties that have been assigned to one of the four medical homes (Siouxland Community Health Clinic, Peoples Community Health Clinic, University of Iowa Hospitals and Clinics, and Broadlawns Medical Center) received a letter regarding the changes. Letters were customized to members informing them of the medical home assignment, and providing them with contact information for their new medical home.

These letters were sent to IowaCare members around September 1, 2010. As a result, the four medical homes and the IME Member Services team began receiving calls from members regarding the change. The increase in IowaCare member calls indicate that members are reading the letters and paying attention to the changes.

As with any new change, members have questions and are often times anxious about how this new change will affect them. The IowaCare Steering Committee and Iowa Medicaid Enterprise staff are working together to address IowaCare members questions and to make the change as transparent to members as possible. Clear, concise, accurate, and consistent information is critical to the success of this transition. The following include activities of the steering committee to address questions and concerns from both members and the new FQHC's in this endeavor.

- A Q&A document has been drafted by the IME Member Services Unit to assist in answering questions IowaCare members may have with the transition. This draft document was shared with each of the medical home providers several weeks ago to allow input. Once finalized, this document will be sent to IowaCare members and will be posted on the IME Member Services website. The document will be updated as new questions are received from members on a going forward basis.
- IME Member Services is currently responding to calls from IowaCare members regarding medical home assignments and how the process works. They are tracking the number of calls received from IowaCare members and summarizing the questions and concerns members have expressed. IME Members Services staff will work directly with the FQHC's and the University of Iowa contacts on any outstanding IowaCare member questions to minimize callers being referred from one entity to another.

- Notice of Decision letters for **new** IowaCare members or members with renewal applications will list the IME Member Services numbers for members to obtain information on where they need to go for medical care under the IowaCare program.
- Members who will have a change in premium, either a reduction or elimination will receive a separate letter informing them of the change. IowaCare members under 150% of the FPL will no longer have a premium to pay. Premiums for those over 150% of the FPL will be based on household versus individual premiums.
- IowaCare members are encouraged to authorize the release of their medical records from the UIHC to the FQHC medical home they are assigned. This request will be facilitated by UIHC staff and by FQHC staff as members contact them. IME will also send a request to members asking them to sign a release authorizing the UIHC to send medical records to their new medical home.
- Medical Home questions for the **IME** should be directed to the IME Member Services Call Center at 800-338-8366 or 515-256-4606 in the Des Moines area. The IME contact point is Maria Riles and she can be reached at 515-974-3085 or mriles@dhs.state.ia.us.

Medical Home questions for the **UIHC** should be directed to the IowaCare Assistance Center at 319-356-1000.

Medical Home questions for **Siouxland Community Health Center** should be directed to 712-252-2477. The direct contact person for Siouxland is Kathy Clark at 712-202-1062.

Medical Home questions for **Peoples's Community Health Clinic** should be directed to 319-272-4300. To speak to a contact person at People's, call the main number and choose the IowaCare option.

Medical Home questions for **Broadlawns** should be directed to the Financial Counseling Office Representative at 515-282-2246.

- The FQHCs will communicate with UIHC at the end of each day to resolve any outstanding IowaCare member transition questions. IME Member Services staff will communicate with UIHC, the FQHC's, and Broadlawns as necessary to assist with any outstanding IowaCare member questions. This will facilitate consistent, clear communication with all stakeholders.
- To ensure a smooth transition for members receiving prescription medications, UIHC plans to continue to fill prescriptions they have written for patients transitioning to a new medical home. Only prescriptions that expire for those assigned to a new medical home after October 1 will be the responsibility of the new medical home. IowaCare members whose prescription will expire prior to October 1 should contact the IowaCare assistance center at 319-356-1000.
- UIHC is also preparing a document to share with the other medical homes to provide them with guidance on how the IowaCare program works at the UIHC. It will address a number of topics, including contacts for referrals, pharmacy policy, DME policy, transportation policy, radiology and laboratory request policy, nurse helpline utilization, and peer-to-peer consultation policy. It is nearly complete and will be distributed well before the implementation date of October 1.